

DIRECTOR OF CLAIMS MANAGEMENT

Nature of Work: Under administrative direction, performs complex administrative work in planning, directing, implementing and evaluating the operation of the claims management activities for the Workers' Compensation Division. Responsible for administrative and technical elements of program development and implementation. Will consult with and be a resource for the division workforce on claims management issues. Significant interaction with private sector business leaders and managers is required. Advises Commissioner and Executive Director on claims management matters. Supervises professional and technical staff of the unit and reports directly to the Executive Director. Performs related work as required.

Examples of Work

- Directs the administration of the claims management program within the Workers' Compensation Division.
- Directs activities such as claims programs, claims monitoring, quality action teams related to claims activities, claims management procedures and performance evaluation of staff.
- Directs, audits, and oversees state-recommended claims education and training seminars and directs and develops focus groups to design innovative solutions to claims processing and resolution programs; oversees the budget for these activities.
- Directs research and analysis activities for the compilation and preparation of applicable reports for dissemination to requesting employers.
- Develops and coordinates statewide training and education needs and resources for employers requesting services for those mandated for such services.
- Responds to inquiries from the Commissioner, Compensation Programs Performance Council, employers, Executive Director, legislators, legislative auditors, and a variety of interest groups; renders decisions in unusual or priority situations.
- Researches professional journals, regulations and other sources to assist in the formulating of proposed workers' compensation statute and rules and for improvements to Division programs and procedures; directs special and/or statistical reports, analyzing data and interpreting results.
- Responsible for management of recruitment/selection process, staff development, disciplinary matters and other related matters.
- Directs special projects as required by Commissioner, Executive Director, Compensation Programs, Performance Council and legislature.

DIRECTOR OF CLAIMS MANAGEMENT CONT'D**Examples of Work Cont'd**

Represents the Division at national and local meetings and conferences.

Develops preparation of Claim Management budget; oversees execution of same.

As a member of the Executive Management Team, develops and implements operating procedures consistent with insurance principles and statutory guidelines; develops, reviews and grades various contracts and proposals for the Workers' Compensation Division, develops and approves forms and procedures as well as numerous other management team projects.

Knowledge, Skills and Abilities

Knowledge of state and federal laws and regulations related to workers' compensation.

Knowledge of West Virginia Workers Compensation statutes, rules and regulations, policies and procedures.

Knowledge of claims management principles and techniques.

Ability to plan, organize, coordinate and evaluate work in the area of assignment.

Ability to interact effectively with corporate leaders and public officials.

Ability to develop effective policies and procedures for the agency.

Ability to communicate effectively, verbally and in writing.

Ability to interpret various forms of technical information and make appropriate decisions.

Ability to supervise the work of others.

Ability to operate a personal computer.

Minimum Qualifications

Training: Bachelor's degree from an accredited four-year college or university.

Experience: Six years of full-time or equivalent part-time paid experience related to workers' compensation activities and/or claims management activities, one year of which must have been in a supervisory capacity.

Substitution: Master's degree in business or related field may substitute for two years of the required general experience.

Established: 5/17/01

Effective: 6/01/01